

Automated Export System (AES) Direct for Trade Users

HOW TO APPLY FOR AN ACE EXPORTER ACCOUNT

September 2015



U.S. Customs and
Border Protection



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Introduction

This document contains step by step instructions on how to:

- apply for an **ACE Exporter Account** for new ACE users
- login for the first time ACE Portal users
- create an **Exporter Account** for current ACE portal users
- request EIN data on **AES Export Reports**

Establishing an exporter account will facilitate access to ACE Automated Export System (AES) reports that include access to historical export commodity data. In addition, an ACE exporter account will be required to access the AESDirect filing portal once it is available later this year.



IMPORTANT: Requests to receive AES reports for specific EIN export data are vetted through **U.S. Census** and not through normal ACE channels. For general questions on **ACE Trade Export Reports**, please contact Census at 800-549-0595, Option 5.



IMPORTANT: System Requirements. To view the systems required to log on to legacy ACE, click on the link below and scroll to the bottom of the page.

<http://www.cbp.gov/trade/automated/getting-started/using-ace-secure-data-portal>

Legacy ACE users can use other operating systems. However, ACE does not test fully with these systems for **Accounts**. The new AESDirect is fully tested on all current operating systems.



NOTE: Touchscreen interactions are not supported. It is recommended that ACE Portal users have a Portable Document Format (.PDF) file viewer, such as Adobe Acrobat and Microsoft Excel and Microsoft Word or similar office document products to work with files.



NOTE: For technical questions related to the application for an ACE Exporter Account or ACE Trade Export Reports access, please contact the CBP ACE Account Service Desk by calling 1-866-530-4172, selecting option 1, then option 2, or email ACE.Support@cbp.dhs.gov.



NOTE: For existing ACE Portal Account users, the **Trade Account Owner (TAO)**, the highest level of access for your company's account, can create the **Exporter Business Partner (BP) Account**, including any EINs that are appropriate for exports, under their ACE Top Account.

Additional Training

The following links are provided for more information on available ACE Training.

<http://www.cbp.gov/trade/ace/reports-training-and-user-guides>

<https://share.dhs.gov/p5882fvet16/?launcher=false&fcsContent=true&pbMode=normal>

<http://www.cbp.gov/trade/aes>

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Topic 1: Applying for a ACE Exporter Account for Non-ACE Account Users

Introduction

This topic contains step-by-step instructions on how to apply for an **ACE Exporter Account** for non-ACE Account users. The application form, **Apply for an ACE Exporter Account**, is located on the internet <http://www.cbp.gov>. The form is divided into three sections, **Corporate Information**, **ACE Account Owner**, and **Submit**

Corporate Information	ACE Account Owner	ACE Account Owner
EIN *	First Name *	
Re-enter EIN *	Middle Name	
Company Name *	Last Name *	Country
DUNS #	Date of Birth *	Address 1 *
End of Fiscal Year *	Telephone # *	Address 2
Country	Fax #	City *
Address 1 *	E-mail *	State *
Address 2	Re-enter E-mail *	Zip Code *
City *		
State *		
Zip Code *		

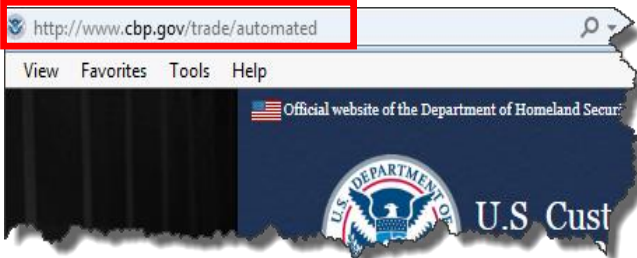
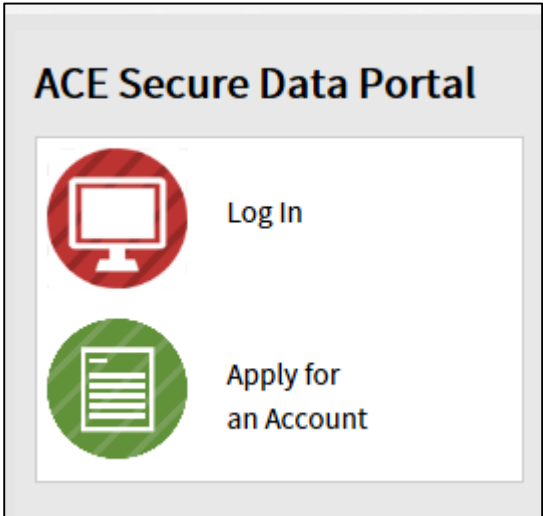
To successfully complete the form, please make sure fields that are required with a red asterisk (*) are filled in correctly.

Only U.S. and U.S. territory entities can apply for an ACE Exporter Account using this form. For the corporate information section of the form, the company name and **Exporter Identification Number (EIN)** details are required for account processing purposes. Once all of your information is provided and before clicking the **Submit** button, you must check the terms and conditions box and type in the characters displayed in the picture box for security purposes. Then click the **Submit** button.

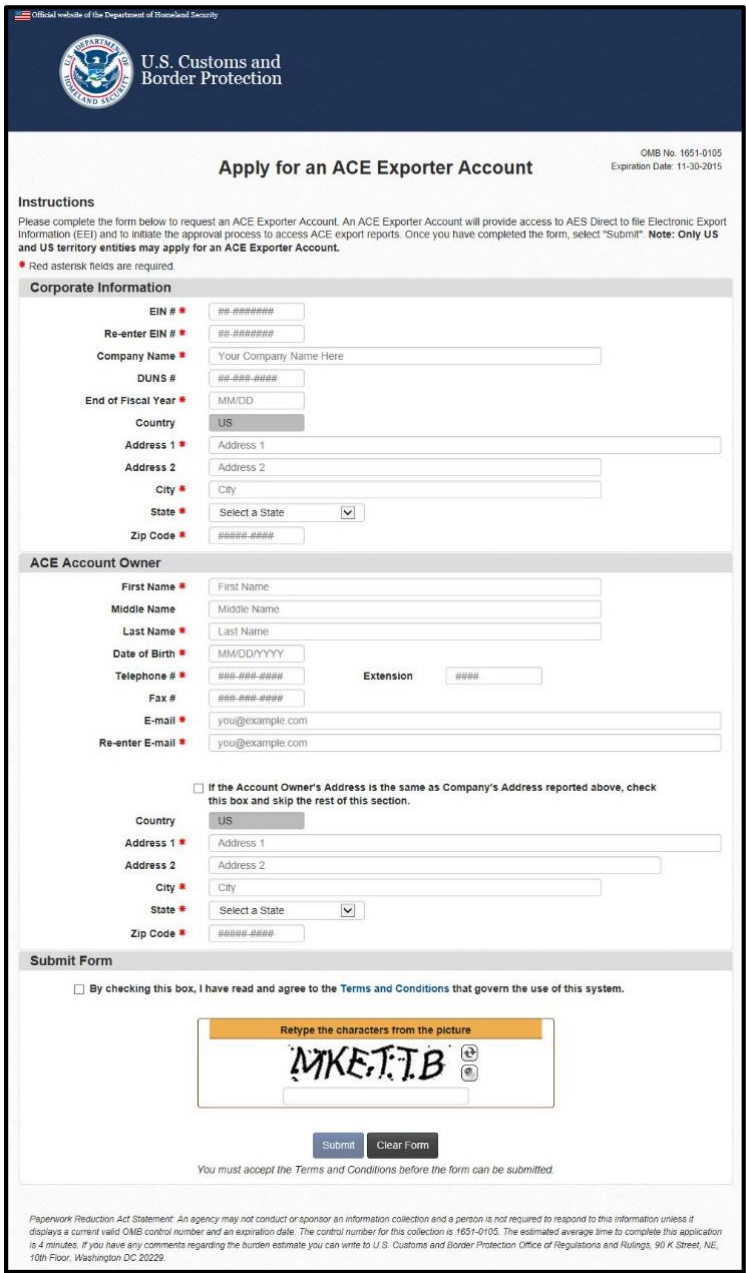


IMPORTANT: All fields marked with a red asterisk (*) are required and must be completed.

How to apply for an ACE Exporter Account

Step	Action
1.	To access the CBP.Gov home page: - Launch Internet Explorer - Type: Http://www.cbp.gov/trade/automated  On the main page to the right under ACE Secure Data Portal choose the Apply for an Account icon.  Select the Exporter link to display the application.

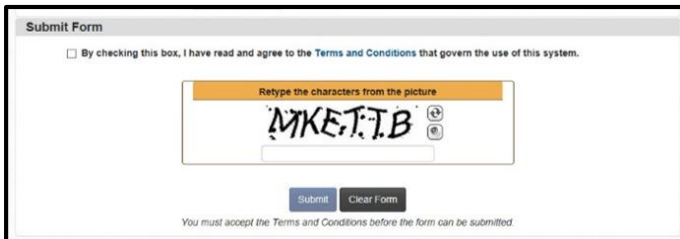
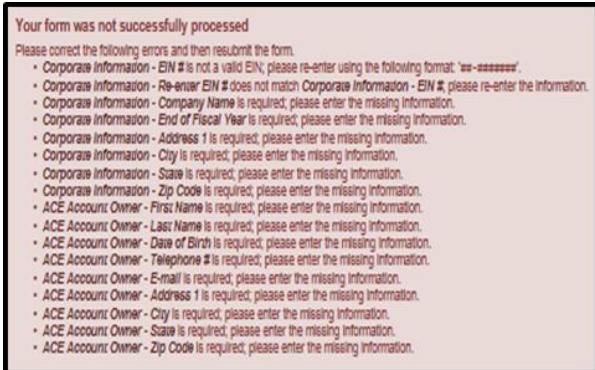
How to apply for an ACE Exporter Account

Step	Action
2.	Select the text box to the right of the field to be completed and type the information required. Fields with a red asterisk (*) are required to be filled in.  Corporate Information EIN # * [text box] Re-enter EIN # * [text box] Company Name * [text box: Your Company Name Here] DUNS # * [text box: 00-000-0000] End of Fiscal Year * [text box: MM/DD] Country * [dropdown: US] Address 1 * [text box] Address 2 * [text box] City * [text box] State * [dropdown: Select a State] Zip Code * [text box: 00000-0000] ACE Account Owner First Name * [text box] Middle Name [text box] Last Name * [text box] Date of Birth * [text box: MM/DD/YYYY] Telephone # * [text box: 000-000-0000] Extension [text box: 0000] Fax # [text box: 000-000-0000] E-mail * [text box: you@example.com] Re-enter E-mail * [text box: you@example.com] ☐ If the Account Owner's Address is the same as Company's Address reported above, check this box and skip the rest of this section. Country * [dropdown: US] Address 1 * [text box] Address 2 * [text box] City * [text box] State * [dropdown: Select a State] Zip Code * [text box: 00000-0000] Submit Form ☐ By checking this box, I have read and agree to the Terms and Conditions that govern the use of this system. Retype the characters from the picture [Submit] [Clear Form] You must accept the Terms and Conditions before the form can be submitted. Paperwork Reduction Act Statement: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-0105. The estimated average time to complete this application is 4 minutes. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection Office of Regulations and Rulings, 90 K Street, NE, 10th Floor, Washington DC 20229.



NOTE: The **ACE Account Owner** information is used to establish the role of the **Trade Account Owner (TAO)** for your **ACE Portal Account**.

How to apply for an ACE Exporter Account

Step	Action
	 IMPORTANT: It is important to provide the correct email address in order to receive details on how to attain your user ID and Password as well as other CBP communication. 
3.	Select the check box in the Submit form area to indicate that you reviewed and agree to the Terms and Conditions provided by the hyperlink. Also re-type the characters shown in the box below, then select the Submit button.   NOTE: If the data entered on the web form does not pass the various form validations, the appropriate error messages will display at the top of the form. The user has the ability to correct and re-enter the data on the web form. The appropriate error message will appear until all data elements pass the validations. 

How to apply for an ACE Exporter Account

Step	Action
	After submitting the form, the data will be processed in ACE. There is a potential for an error to occur. If so, you may receive one of the following messages via email. Please follow the instructions provided in the email. 1: The EIN is already used by an importer or exporter that is linked to a Top Account: Subject: ACE Exporter Account application rejected (EIN: **-****nnn). The EIN specified on your ACE Exporter Account Application is already in use. Please contact your company's ACE Account Owner or contact ACE Account Service Desk (telephone 1-866-530-4172 option 1, then option 2 or email ACE.Support@cbp.dhs.gov) for further assistance. 2: Name+DOB is not unique in ACE table: Subject: ACE Exporter Account application rejected (EIN: **-****nnn) The Account Owner name and date of birth, as specified on your ACE Exporter Account application, is already in use by an existing ACE Secure Data Portal user. The combination of name and date of birth must be unique for each Portal user. Please contact the ACE Account Service Desk (telephone 1-866-530-4172 option 1, then option 2 or email ACE.Support@cbp.dhs.gov) for assistance in establishing your ACE Exporter account. 3: A system error occurred in ACE while trying to process the form data: ACE encountered a problem while processing your application. If you received an email with your new ACE Secure Data Portal account, please login and then manually add your exporter account, if needed. If you have not received the Portal account email, please use the ACE Exporter Account Application Web form to re-submit your request. If you continue to receive this message, please contact the ACE Account Service Desk (telephone 1-866-530-4172 option 1, then option 2 or email ACE.Support@cbp.dhs.gov). Please follow instructions provided in the appropriate email.



NOTE: Once you submit your request, a success page will display indicating that you have successfully completed the ACE Exporter Account application process.

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ACE Exporter Account Form Was Submitted

Your ACE Exporter Account application has been submitted. An email will be sent confirming the processing of your application and providing instructions on how to access your new account. If you have not received the email within 24 hours, please contact the ACE Account Service Desk (telephone 1-866-630-4172 option 1, then option 2 or email ACE.Support@cbp.dhs.gov) for assistance.

If you have multiple subsidiaries that you wish to manage together, do not submit additional ACE Exporter Account applications. You should add the additional subsidiaries directly in ACE once you have access to your account. If you wish to return to the Exporter Account application to request another unrelated account, select the button below.

[New Form](#)

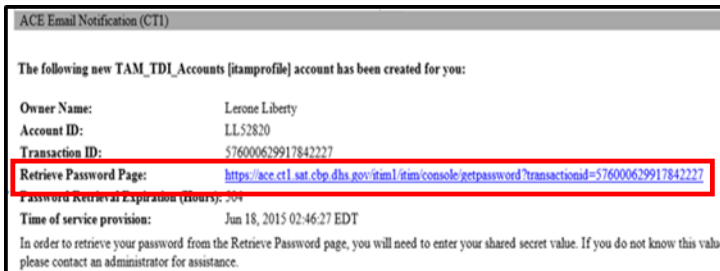
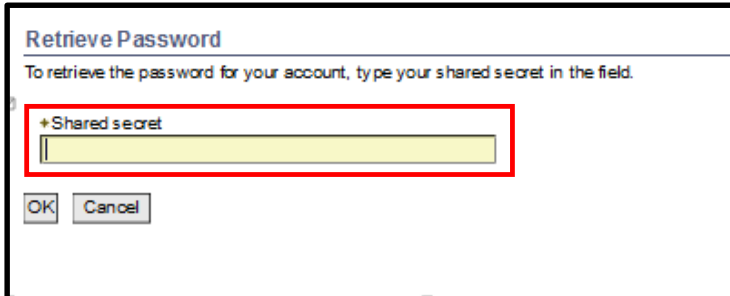
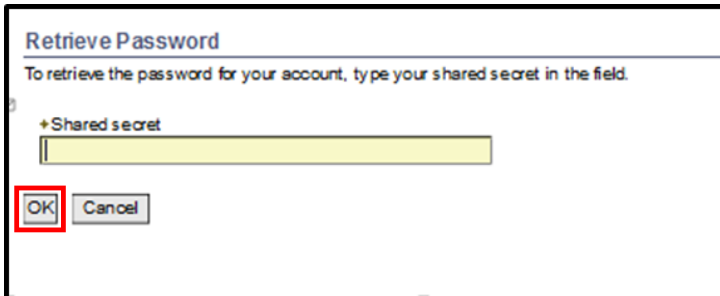


IMPORTANT: An email will be sent confirming the processing of your application and providing instructions on how to access your new account. The email will provide an **Account ID**. This ID is also known as your **Shared Secret** for use when securing your password. You will use the **Account ID** and **Password** you receive to access your ACE Portal account.

Applying for ACE Exporter Account

Step	Action
4.	After receiving your Account ID, write down your Account ID and follow the instructions noted. ACE Email Notification (CT1) The following new TAM_TDI_Accounts [itampfile] account has been created for you: Owner Name: Lerone Liberty Account ID: LL52820 Transaction ID: 576000629917842227 Retrieve Password Page: https://ace.ct1.sat.cbp.dhs.gov/itaml/itim/console/getpassword?transactionid=576000629917842227 Password Retrieval Expiration (Hours): 504 Time of service provision: Jun 18, 2015 02:46:27 EDT In order to retrieve your password from the Retrieve Password page, you will need to enter your shared secret value. If you do not know this value, please contact an administrator for assistance.

Applying for ACE Exporter Account

Step	Action
5.	Select the Retrieve Password Page hyperlink.  NOTE: The Retrieve Password page will display. 
6.	Select the text box and type your Shared Secret (your Account ID). The Account ID and User ID are one and the same. 
7.	Select OK. 

**Applying for ACE
Exporter Account**

Step	Action
8.	A temporary password is provided along with User ID; write down the temporary password and select Done. Retrieve Password After you click Done, you will not be able to retrieve your password from this page. Service Name TAM_TDI_Accounts Service description TAM 5.1 Adapter User ID LL52820 Password 1; +X=Ay Done  NOTE: When accessing ACE, the password is case sensitive and must be typed exactly as provided.

Topic 2: ACE Initial Login Procedures for Non-ACE Account Users

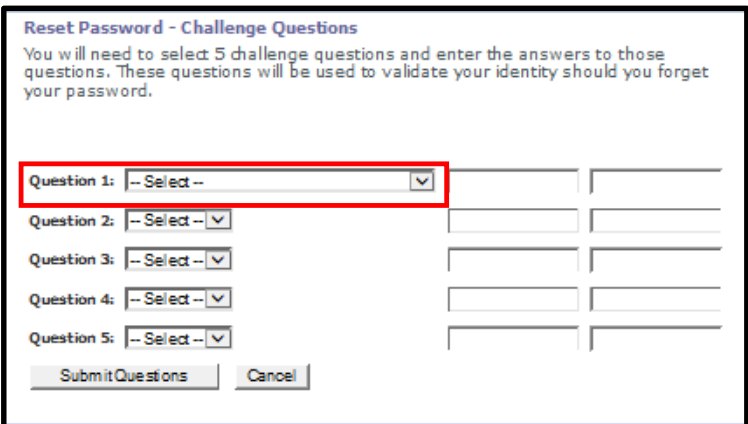
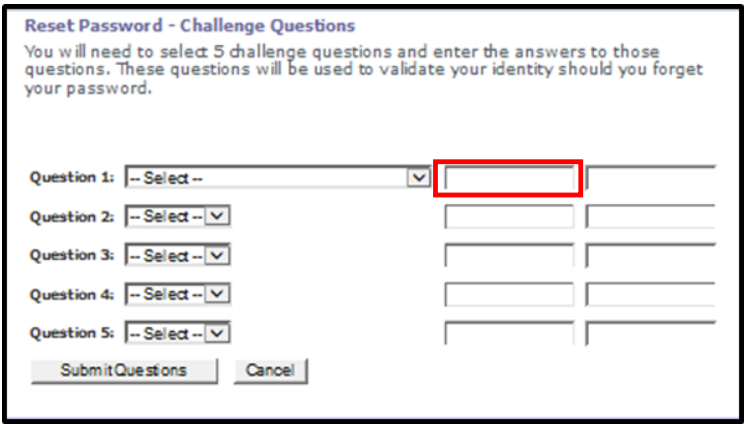
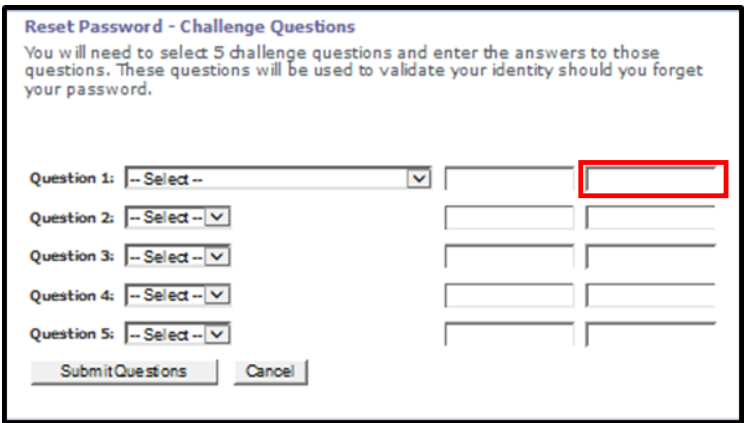
Introduction

After receiving your temporary password, the following procedures provide a step-by-step for the initial login to the **ACE Secure Data Portal**.

ACE Initial Login

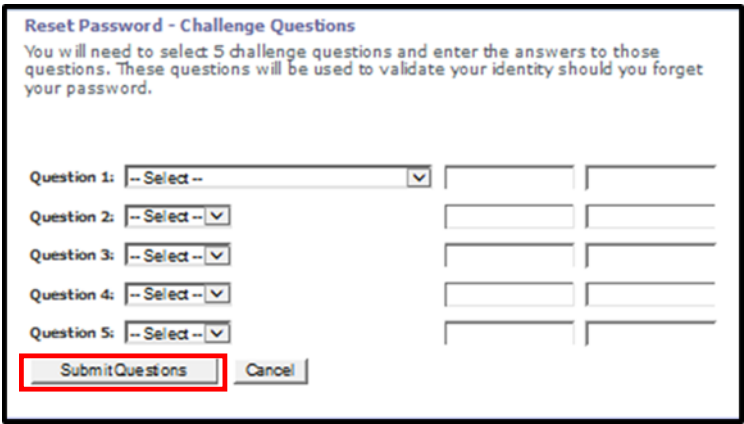
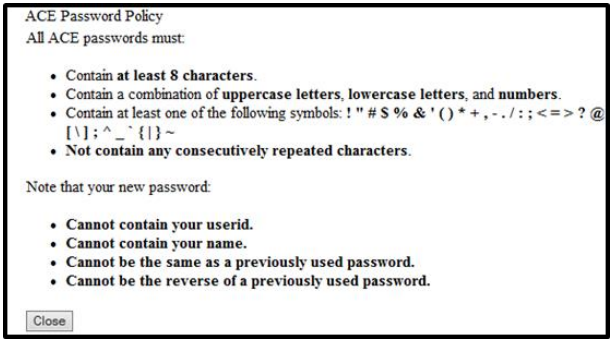
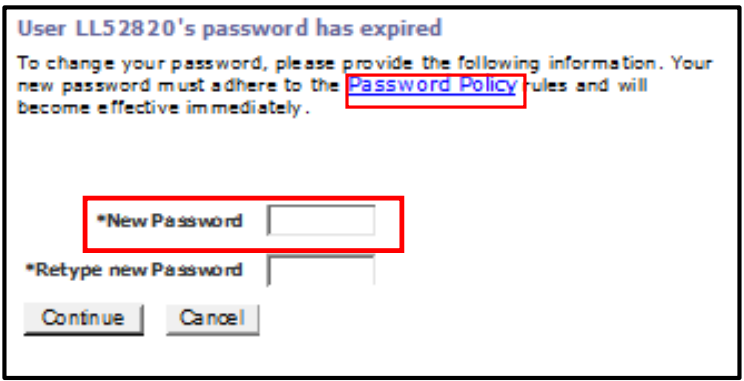
Step	Action
1.	To access the ACE Secure Data Portal home page: - Launch Internet Explorer - Type https://ace.cbp.dhs.gov/ Once you log into ACE Portal, enter your User ID (Account ID) and temporary password in the appropriate text fields and select the Login button. Login Information Enter your ACE UserID and Password to log in: UserID: Password: Login Log in using your DHS PKI profile. Forgot Your Password?
2.	You will be redirected to a page where you are required to set challenge response questions in case you must reset your password. New User - Set Challenge Response Questions In 5 seconds, you will be redirected to a page where you will be required to set your challenge response questions. Upon successful completion of this task, you will be prompted to reset your password. If you need assistance with the portal, please contact the CBP Technology Support Center at 1-866-530-4172 for trade and PGA users, or 1-800-927-8729 for CBP personnel.

ACE Initial Login

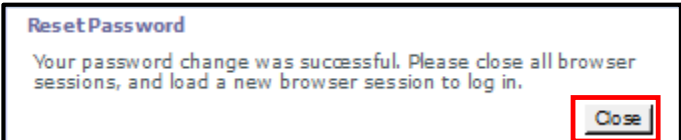
Step	Action
3.	Select the drop down menu for each challenge question (1 - 5) and choose from the questions provided that you will answer.  The screenshot shows the 'Reset Password - Challenge Questions' form. It includes a title, a description, and five questions. Each question has a dropdown menu and two text input boxes. The first dropdown menu is highlighted with a red box.
4.	Select the first text box to the right and <i>type</i> the answer to the question you selected.  The screenshot shows the 'Reset Password - Challenge Questions' form. The first dropdown menu is selected, and the first text input box to its right is highlighted with a red box.
5.	Select the second text box to the right and <i>retype</i> the answer to the question.  The screenshot shows the 'Reset Password - Challenge Questions' form. The first dropdown menu is selected, and the second text input box to its right is highlighted with a red box.

ACE Initial Login

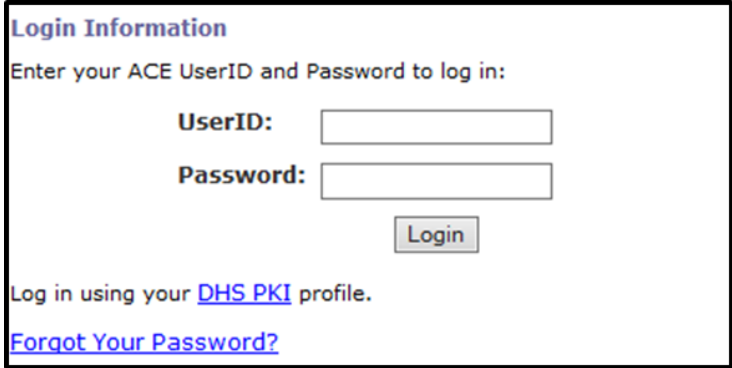
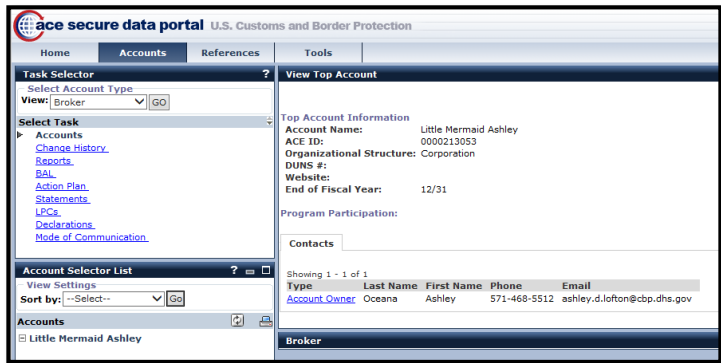
ACE Initial Login

6.	Repeat steps 3 - 5 for questions 2 - 5.
7.	Select the Submit Questions button when completed. 
Step	Action
	 NOTE: Selecting the Submit Questions button will open the Change Password page. You are required to provide a new password following these rules. Select the Close button to continue. 
8.	Select the *New Password text box and type your new password in the first box. You can refer to the Password Policy link to follow the rules on how to create your password. 

ACE Initial Login

9.	Select the Retype new Password text box and retype your password. 
Step	Action
10.	Select the Continue button. 
11.	The Reset Password dialog box will display stating your password has been changed successfully. Select the Close button. It's important you remember your password to successfully log into your ACE Portal account. 

ACE Initial Login

12.	Close your web browser and open a new browser. To access the ACE Secure Data Portal home page: - Launch Internet Explorer - Type https://ace.cbp.dhs.gov/ Enter your User ID and Password and select the Login button.  The ACE Secure Data Portal will display.
Step	Action
13.	Your Exporter Account information will display. This will allow you to view your account information and will allow you to request the ability to view trade export data in reports. Please continue to Topic 4 in this guide. 

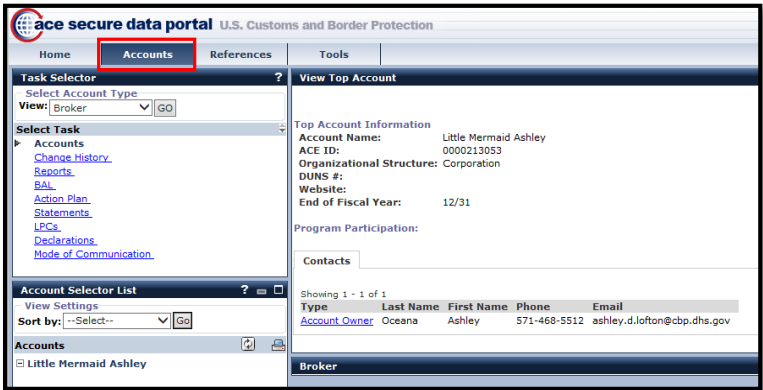
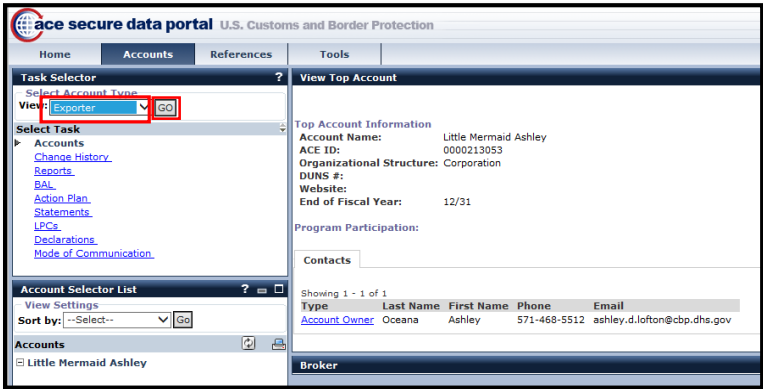
Topic 3: Creating an Exporter Account for Current ACE Portal Users

Introduction

For current ACE portal users (Importers, Brokers, etc.) who require an **Exporter Account**, the TAO may create the Exporter Account under the Company's Top Account through the **ACE Secure Data Portal**.

The following step tables provide the procedures for creating an **Exporter Account** within ACE.

Creating an Exporter Account for Current ACE Portal Users

Step	Action
1.	From the ACE Portal landing page, select the Accounts tab. 
2.	In the Task Selector panel, select Exporter from the Select Account Type drop down and click Go. 

Creating an Exporter Account for Current ACE Portal Users

Step

Action

3.

Under **Select Task**, choose **Create Exporter**.

The screenshot shows the 'ace secure data portal' interface. The 'Task Selector' on the left has 'View' set to 'Exporter' and 'GO' button. Under 'Select Task', 'Create Exporter' is highlighted with a red box. Below it, 'Accounts' are listed, including 'Little Mermaid Ashley' with EIN '09-9876549'. The right pane shows 'View Top Account' details for 'Little Mermaid Ashley', including ACE ID, EIN, and organizational structure.

You will be shown the details for the Top Account and then click on **Continue**.

The screenshot shows the 'Continue' screen. The 'Task Selector' on the left now shows 'Continue' as the selected task. The right pane displays the 'Top Account Name: Little Mermaid Ashley' and 'ACE ID: 00001000'. A 'Continue >' button is visible.

4.

Where prompted, provide your corporate information in steps 1 - 4 and submit.

The screenshot shows the 'Create Exporter' form. The 'Task Selector' on the left has 'Create Exporter' selected. The right pane shows the form fields for 'Exporter Information', 'Organization', and 'Other Company Name'. A red box highlights the top right corner of the form, indicating steps 1 through 4 of the process.

Creating an Exporter Account for Current ACE Portal Users

Step	Action
5.	Once data is submitted, saved and accepted by ACE, click on the reset button in the Accounts panel to enable the EIN to appear in the Accounts list. You may then access your exporter account by selecting the associated EIN from the Accounts list.  NOTE: You may view the Accounts list by name or EIN. Select the EIN radio button and click on GO to view the accounts in EIN order or the Acct Name radio button to view by name. 

Topic 4: Requesting Access to EIN Data for Export Reports

Introduction

Information for ACE Portal Account users who created an Exporter Account associated to their Top Account:

- Any Exporter EIN matching the existing Importer of Record numbers in the ACE Importer Account will be automatically authorized to have the EIN data appear in the AES Export reports. The **Authorization for Reports** field on the Exporter Account will reflect the status accordingly; thus those that match will reflect “Authorization for Reports: Authorized”.
- Any Exporter EIN that does not match an existing Importer of Record (IR) number in the ACE Importer Account must request **EIN Authorization for Reports** for the specific EIN(s). The status of the **Authorization for Reports** field will initially reflect “Not Authorized.”

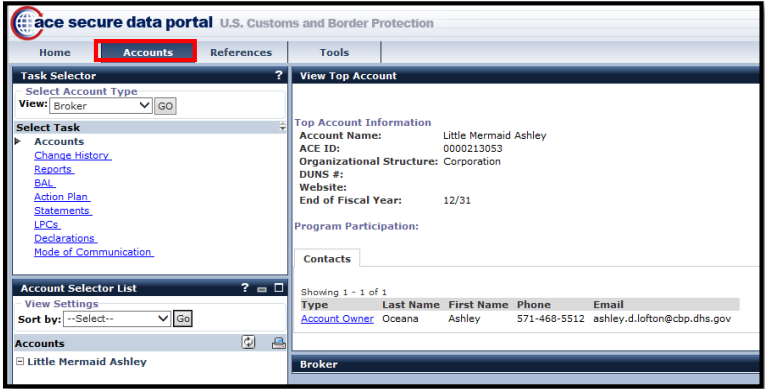


- **NOTE:** The **Authorization for Reports** status in the Exporter Account details is initially set to **Not Authorized**. This status will change to “Pending” upon selection of the Request EIN Reports Authorization button. The exporter must comply with the Census request to provide additional account information before Census will approve the exporter’s EIN for inclusion in ACE AES Reports.
- Once approved by Census, the Authorization for Reports status changes to “Authorized” for the specified EIN. If denied by Census, the Authorization for Reports status changes to “Denied” for the specific EIN. In either case, both the TAO and the Requester will receive emails regarding the approval or denial by Census.
- These **Request EIN Authorization for Reports steps** must be completed for each EIN in order for the export data for that EIN to appear in the AES reports.

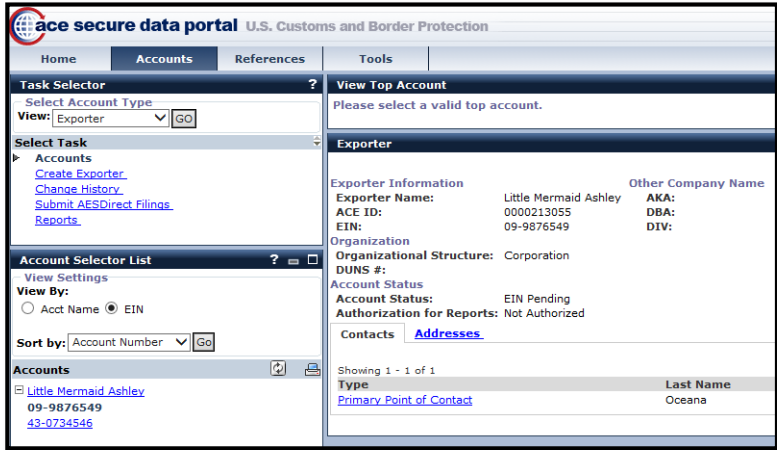


IMPORTANT: Requests **EIN Authorization for Reports** are vetted by U.S. Census and not through normal ACE channels. For general questions on **ACE Trade Export Reports**, please contact Census at 800-549-0595, Option 5.

Requesting Access to EIN Data for Export Reports

Step	Action
1.	From the ACE Portal Landing page, select the Accounts tab. 
2.	In the Task Selector box, select Exporter from the Select Account Type drop down and click GO. 

Requesting Access to EIN Data for Export Reports

Step	Action
3.	Access your exporter account by selecting the associated EIN under the Account Selector List. 
4.	Select the Request EIN Reports Authorization button. 
5.	Follow the on-screen instructions to complete paperwork required by Census when requesting EIN data on Export Reports. 

**Requesting Access to
EIN Data for Export
Reports**

Step	Action
6.	Once approved by Census, your Authorization for Reports status will reflect “Authorized” and the following email will be sent to both the TAO and the Requester: The US Census Bureau has approved a request for the inclusion of an EIN in the export reports that are available to the trade through the US CBP ACE application. You are receiving this email as either the original requestor or the primary point of contact for that EIN's ACE Exporter Account. Please note that the trade data associated with this approved EIN will not be available to view in reports until the day following approval.
7.	If Census denies the request, the Authorization for Reports status will reflect “Denied” and the following email will be sent to both the TAO and the Requester: The US Census Bureau has denied a request for the inclusion of an EIN in the export reports that are made available to the trade through the US CBP ACE application. You are receiving this email as either the original requestor or the primary point of contact for that EIN's ACE Exporter Account. If you have questions, please contact the Trade Outreach Branch via e-mail at EXPORTREPORT@CENSUS.GOV or by phone at 1-800-549-0595, Option 5.

Topic 5: Managing User Access

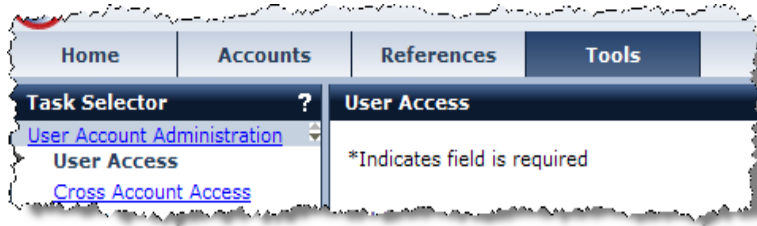
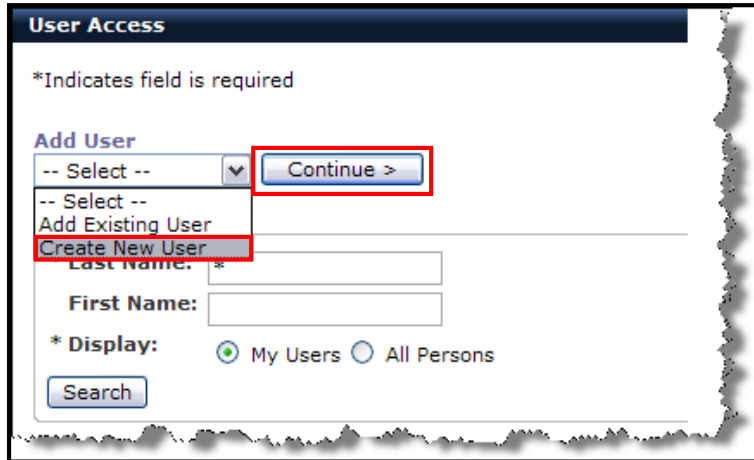
Understanding ACE User Roles

The **User Access** view within the Automated Commercial Environment (ACE) Secure Data Portal provides the ability among other things for the setup of multiple trade user roles. Within this view, the Trade Account Owner (TAO) or Proxy Trade Account Owner (PTAO) can create contacts and create/maintain account users.

Currently, the available trade user roles in the ACE Portal include the following roles:

- **Trade Account Owner (TAO):** Person who has ACE Portal access via a user identification (ID) and password. The TAO can update the Business Activity Log, the Action Plan and the account structure, as well as manage and create account users and proxy trade account owners within the account. The TAO can also serve as a contact on the account and will receive all notifications pertaining to the account.
- **Proxy Trade Account Owner (PTAO):** Person who has ACE Portal access via a user ID and password. The PTAO can update the Business Activity Log, Action Plan and the account structure, as well as manage and create account users. The PTAO can also serve as a contact on the account when desired. A PTAO can perform the same tasks as the TAO with the exception of creating another PTAO. The PTAO also does not have access to the Cross Account Access and the Merge Accounts tab.
- **Account User:** Person who has ACE Portal access via a user ID and password. The account user has “read/write” access to the Business Activity Log and Action Plan, if granted by the TAO or the PTAO. The account user can also serve as a contact on the account when desired.
- **Trade Contact:** Person who does not have access to the ACE Portal; thus they do not have a user ID and password. The trade contact’s information is displayed in the ACE Portal as a reference contact for one or more parts of the trade account.

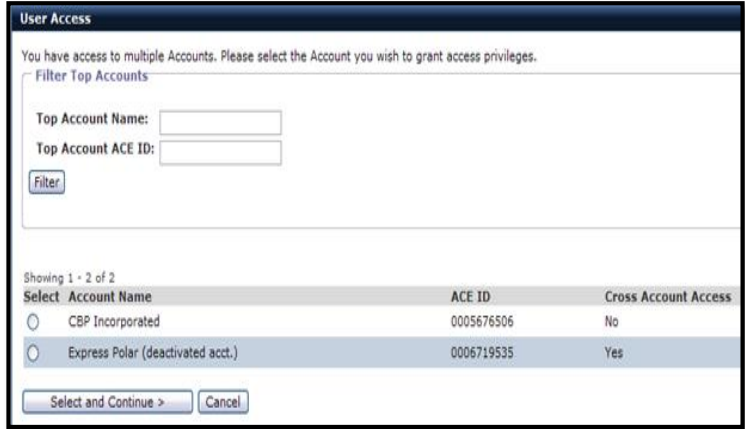
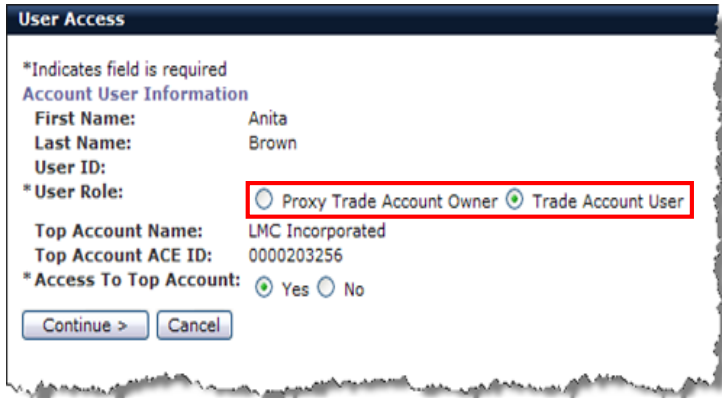
Creating New Users

Step	Action
1.	 NOTE: Only the TAO or PTAO can add new users to the account and assign access permissions. Select the Tools tab.
2.	Select User Access located under User Account Administration. 
3.	The User Access panel displays. Select the drop down arrow under Add User.
4.	Select Create New User. 
5.	Select the Continue button.

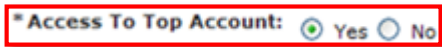
Creating New Users

Step	Action
6.	Complete the contact information for the user.  NOTE: All fields preceded by an asterisk (*) within the ACE Secure Data Portal are required fields.
7.	Select the Save and Continue button.  NOTE: If the address you enter does not conform to the U.S. Postal Service format, ACE will standardize the address and generate the following message: Address has been standardized  NOTE: If the postal code you enter is not recognized by the U.S. Postal Service, ACE will generate an error message such as: Invalid Postal Code. Do you mean: 22202-2872 If the error message is valid, make the correction and select Save and Continue again.  NOTE: If you are certain the address is correct as entered, check the following checkbox: ☐ Use Address As Entered

Creating New Users

Step	Action
8.	A screen will display showing your Top Account(s). If you have access to more than one Top Account, you will be required to select the account to which you wish to grant access privileges. 
9.	Select the Select and Continue button.
10.	Another screen displays requiring you to set the user's role. Select either Proxy Trade Account Owner or Trade Account User.  NOTE: PTAO will not have the option to select Proxy Trade Account Owner. 

Creating New Users

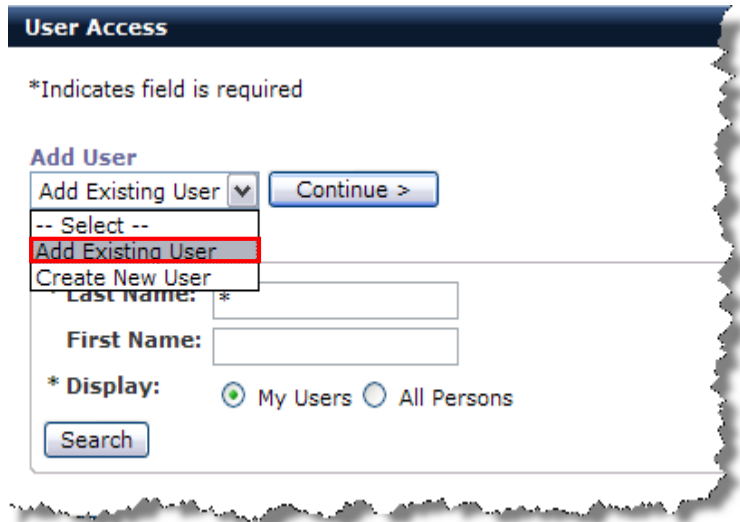
Step	Action
11.	Indicate whether you want to provide the user with access to the Top Account by either selecting the Yes or No radio button. 
12.	Select the Continue button.
13.	A screen displays allowing you to set specific functionality permissions for this user. You can use the account type sub-tabs to specify permissions at the account type level. You can also select the Full Access for All button to grant the user access to all Importer of Record numbers (IR) and any other accounts under this Top Account. Select the Read-Only Access for All to allow the user to view, but not modify, all data in the account. When you select Full Access for All or Read-Only Access for All, access to the ISF Portal will be set as Yes and all ISF portal roles will be granted. 
14.	Select the Save button on the bottom left of the screen. (You may need to scroll down to see this button.)
15.	You are returned to the original User Access screen.

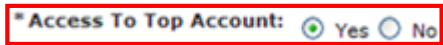
Adding Existing Users to an Account

In addition to creating new users, TAOs and PTAOs can add an existing user to their portal account:



An existing user is someone who already has an ACE user ID and password. In order to add an existing ACE user, you will need the user's first name, last name and ACE user ID. If you do not have the existing user's ACE user ID, contact the user for this information.

Step	Action
1.	Select the Tools tab.
2.	Select User Access located under User Account Administration .
3.	The User Access panel displays. Select the drop-down arrow under Add User .
4.	Select Add Existing User . 
5.	Select the Continue button.

6.	Type the user's first name in the First Name field.  NOTE: The name must be an exact match.
7.	Type the user's last name in the Last Name field.  NOTE: The name must be an exact match.
8.	Type the user's existing user ID in the Existing User ID field.  IMPORTANT: ACE User IDs are case sensitive. 
9.	Select the Continue button.
10.	A screen displays requiring you to set the user's role. Select either Proxy Trade Account Owner or Trade Account User.
11.	Indicate whether you want to provide the user with access to the Top Account by either selecting the Yes or No radio button. 
12.	Select the Continue button.

13.	A screen displays allowing you to set specific functionality permissions for this user. You can use the account type sub-tabs to specify permissions at the account type level. Select the Full Access for All button to grant the user access to all IR numbers and any other accounts under this Top Account. Select the Read-Only Access for All, to allow the user to view, but not modify, all data in the account. When you select Full Access for All or Read-Only Access for All access to the ISF Portal will be set as Yes and all ISF portal roles will be granted. 
14.	Select the Save button on the bottom left of the screen. (You may need to scroll down to see this button.)
15.	You are returned to the original User Access screen.

Training Links

Select the following link for more information on running ACE Reports.

<http://www.cbp.gov/document/guides/updated-ace-reports-user-guide-new-interface-all-ace-report-users>